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COMMUNITY DATA

ENVIRONMENT - The Merrimack River bisects the city. The elevation of the city's lowest point is 110 feet above sea level and the highest point is 570 feet. The surrounding countryside is largely rural and wooded, with numerous large and small bodies of water.

Average daily temperatures range from 14.8 degrees Fahrenheit in January to 70.0 degrees Fahrenheit in July with an annual average of 47 degrees. Rainfall varies from an average of 2.66 inches in February to 3.62 inches in July with an annual monthly average of 3.28 inches. Annual snowfall averages 60.6 inches (60 year mean total). Average year-round humidity is moderate.

Manchester's environmental quality is excellent for business and recreational activities throughout the year. The city's water supply is of consistently high quality for both industrial and domestic purposes. There are no significant pollution or smog problems, nor are there any recorded hazardous waste disposal sites in the area.

GOVERNMENT - The City of Manchester is governed by a Mayor and 14 Aldermen who approve the municipal budget, raise money for it, enact and amend ordinances, nominate and elect most city officials and commissions. The Finance Committee of the Board of Mayor and Aldermen has general supervision and control over the expenditure of all money appropriated by the city. Manchester currently maintains an "Aa" rating on its bond issues as graded by Moody's Investors Service, Inc.

POLICE AND FIRE - According to FBI reports, the crime rate in Manchester is lower than in U.S. cities of comparable size, and since 1993 the number of crimes has decreased by 35%. A 202-officer, 78-civilian Police Department and a community Crime Line cooperate in making the city a safe place to live and do business. A citywide program of Community Oriented Policing Services (COPS), including six police substations, was instituted in 1995. Police officers in the COPS program regularly patrol on foot and bicycle and interact with local residents.

The Department of Fire Protection operates ten stations strategically placed throughout the city, staffing 11 engines, six aerial trucks, and a rescue/hazardous materials response truck with 243 employees. The department has primary responsibility for fire fighting, inspections, hazardous materials response, investigations, and emergency management, and maintains a Class II ISO rating, the highest in New Hampshire. Fire fighting capabilities are being further enhanced through the introduction of a Compressed Air Foam System. The department also serves as the Emergency Preparedness Office for the city, coordinating emergency response procedures with other federal, state, and local agencies. The department also serves as the

city's "first responder" for emergency medical services and administers the city's contract with a private emergency medical services provider.

HEALTH - The City Health Department and the area medical community work together to maintain the city's excellent health conditions. There are three hospitals in Manchester. Elliot Hospital is a full-service, acute care hospital with more than 1,600 employees and 296 beds. Specialized services available at Elliot include oncology services, a Level 2 regional trauma center, comprehensive women's and children's health programs including a newborn intensive care unit, a pain management center, rehabilitation and occupational health services, senior health services, and behavioral and psychiatric services. Catholic Medical Center is a full-service acute care hospital with more than 1,300 employees and 300 beds. Specialized services available at CMC include the Center for Sleep Evaluation, comprehensive rehabilitation services, psychiatric services, and the New England Heart Institute. A Veterans Administration Hospital is also located in Manchester.

The Hitchcock Clinic, founded in 1927 and a component of the Dartmouth Hitchcock Medical Center, operates a medical care facility in Manchester. The Manchester Community Health Center provides primary care services to low income persons, and Child Health Services, a non-profit pediatric clinic, provides comprehensive health care services to low-income children. Visiting Nurse Services offers home health services to area residents, including hospice, maternal-child health, and IV therapy.

The Mental Health Center of Greater Manchester provides in-patient care for acute cases, day hospital programs for out-patient diagnostic and treatment services for children, adolescents, adults, the elderly and alcoholics, emergency services (24 hours a day), consultation, and community education.

ECONOMIC DEVELOPMENT - Manchester continually plans for and invests in its future. The Manchester Economic Development Office, a city department, promotes the attraction and retention of businesses in Manchester and carries out a variety of economic development activities. The Office also provides technical assistance and advice to public policy and regulatory bodies and to business and industry seeking to locate to or expand in the area, and provides marketing and information services to the public and private sectors.

The Office of the Mayor, the City Planning and Community Development Department, and other municipal service departments initiate and carry out capital and service improvement projects in accordance with Manchester's Five-Year "Community Improvement Plan," while the Greater Manchester Chamber of Commerce works on a broad program to benefit the city's business community.

Intown Manchester Management, Inc., a non-profit entity established to promote the revitalization of Manchester's downtown, is funded through fees levied on downtown property owners. Recent projects have

included a façade improvement program and numerous public events and activities.

In cooperation with the City of Manchester, the Manchester Housing and Redevelopment Authority carries out programs in public housing and community redevelopment, having completed 12 major projects including three industrial parks and a number of downtown revitalization projects.

Manchester has earned a reputation for creative approaches to planning, financing, and execution of a variety of economic development ventures to promote quality and diversity in its business environment.

RECREATION - Manchester offers a wide variety of recreational activities. There are 900 acres of parks and playgrounds in the city, four public swimming pools, and one public beach. A number of baseball, softball, and soccer leagues make use of the many fields maintained throughout the city. Local organizations offering social and athletic activities include the YMCA, City Parks and Recreation Department, Girls' and Boys' Club, Boy Scouts and Girl Scouts. Manchester also has three golf courses, four bowling alleys, and numerous movie theaters. There is boating and fishing on Lake Massabesic, which supplies the city's drinking water, and other lakes and streams in the area.

The Atlantic coast is less than an hour's drive away, as are the White mountains in northern New Hampshire. McIntyre Ski area, owned by the City of Manchester, is lighted, has snow-making capabilities, two double chairlifts, a pony lift, snow tubing, and runs up to 1,000 feet long. Gill Stadium, which recently underwent major renovations, is fully lighted and has a maximum seating capacity of 6,000.

Manchester's new Verizon Wireless Arena, a 10,000-seat, \$60 million facility, opened in November 2001. The arena is home to the Manchester Monarchs AHL hockey team and the Manchester Wolves arena football team and is the venue for a variety of events year-round, including concerts, ice shows, and sporting events.

In May 2004 groundbreaking ceremonies were held for a City-owned 6,000-seat, \$27.5 million baseball stadium that will be the new home of the Toronto Blue Jays-affiliated New Hampshire Fisher Cats. The 2005 Fisher Cats season will open at the new stadium in April 2005.

DOWNTOWN - Manchester has a multiservice professional and business district in the city's downtown. The focal points of the central business district are the 10,000-seat Verizon Wireless Arena and City Hall Plaza, a \$19.5 million, 284,000-square-foot, 20-story office tower, the tallest in New Hampshire, which houses the New Hampshire headquarters of Verizon Communications. Other major projects include Wall Street Tower, a 12-story residential apartment tower with a 600-car parking garage; the Hampshire Plaza, which includes a 616-car municipal parking garage, a 20-story office tower and an enclosed shopping mall; and the \$40 million Center of New Hampshire, which

includes a 250-room hotel, a convention center, a 1010-car municipal parking garage, a 105,000 square foot office building, an exhibition center, and an urban transit facility. In addition, a number of rehabilitations have been carried out in existing buildings in the downtown area.

SHOPPING - Manchester has some of the major shopping facilities in northern New England, including a major commercial area in the southeast section of the city where the Mall of New Hampshire is located. The Mall recently completed a major expansion. Retail development in nearby Bedford provides additional shopping opportunities, including the Bedford Mall and Macy's.

LODGING AND HOUSING - There are 15 hotels and motels located in the Manchester Metropolitan Area with a total of over 1,500 rooms. Within the city and its surrounding communities, there is housing for both workers and executives. Many new housing projects have been completed over the past five years, and over 8,000 multi-family units have been constructed since 1980.

Manchester offers its residents the dual advantage of urban facilities surrounded by a healthy, spacious, rural countryside only minutes from the city's center.